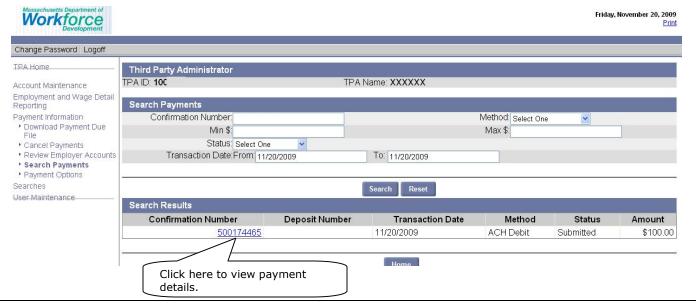# SEARCH PAYMENTS/TRANSFER PAYMENTS

Introduction	This section of the document will show how an authorized user can search for payments and view their status. You will be able to view processed and cancelled payments by confirmation number, payment method or date range. It is also possible to transfer payments from one of your assigned employer account to another, if you realize that a payment has been made to the wrong employer account. The payment can be transferred irrespective of processing status, as long as the 'transfer from' and 'transfer to' employers are assigned to your TPA account with the appropriate payment roles.

Step-by-Step Instructions:

1. Navigate to the payment home page using the instructions provided in the section – 'Navigating to payments'.

2. Click on the link 'Search Payments'. The following page will appear. Enter your search criteria and click on 'Search'.
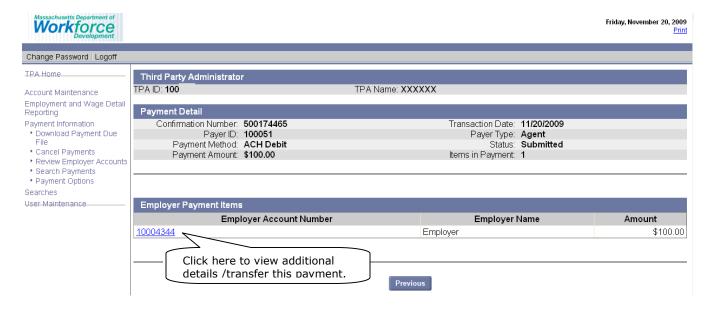

3. The search results will appear as shown below. Click on the confirmation number to view additional payment details.
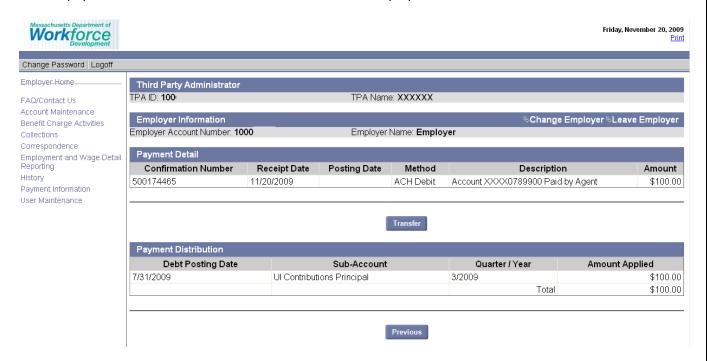

Click here to view payment details.

4. The payment details will appear as shown below. Click on the employer account number to view additional payment detail from within the employer account.
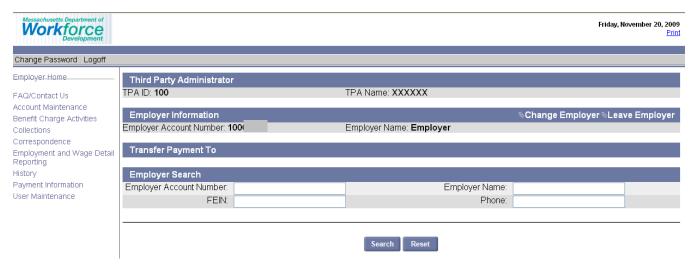

5. **Transfer Payment**: Follow steps 1 through 4. The employer account from where you are viewing the payment details will default as the 'transfer from' employer account. Click on the 'Transfer' button.
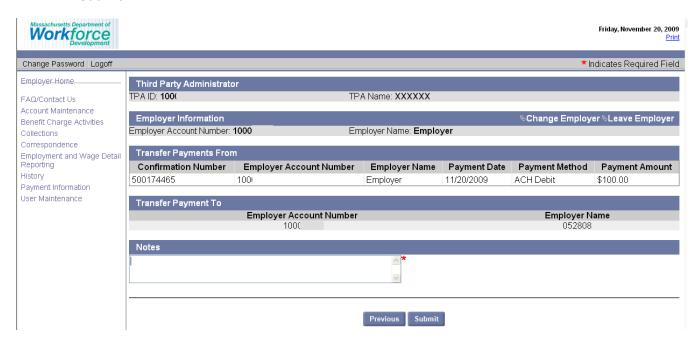

6. The following page will appear. You will be able to search for the 'transfer to' employer account from here. Enter your search criteria and click on 'Search'.

7. The search results will appear. Click on the employer account number to transfer you wish to transfer the payment to and click 'Next'

8. The following page will appear. Enter your reason for the transfer in the 'Notes' section and click 'Submit'.

9. The following confirmation will appear, indicating that the transfer is complete.